

FRANKLIN COUNTY
DEPT of JOB and FAMILY SERVICES
1721 Northland Park Ave.
Columbus, Ohio 43229

J O B A N N O U N C E M E N T

POSITION TITLE: Customer Support Specialist
(Bargaining)

PCN: 103052

DEPARTMENT/Location: Workforce Development/Northland

P. R.: O3

REPORTS TO: Case Manager Supervisor

RESPONSIBILITIES: Operate a personal computer effectively, especially its word processing software for correspondence, reports, memorandums, forms, lists and labels, to assist supervisor and other agency staff. May use memory typewriter to type above documents, plus time sheets and envelopes. Use database and spreadsheet programs to maintain unit information systems for specific data management. Compile and crosscheck data; maintain miscellaneous material for supervisor. Disseminate information from the supervisor to staff. Answer multi-line telephone; provide telephone coverage for the unit during coverage shortages, lunches, and breaks; screen or refer calls and take messages; and answer routine questions. Perform direct entry onto computer programs for statistical reporting purposes. Compile statistical reports. Type reports, memorandums, correspondence, forms and charts from draft or oral instructions; proof copy and makes corrections. Receive, sort, and distribute mail; sort and distribute computer printouts; order and maintain unit supplies; copy reports, forms, correspondence, verification materials, training materials, and other documents for supervisor and other agency staff. Attend meetings, individual conferences, and training sessions. Participate in special projects. May assist other units to eradicate backlogs and provide staff coverage. Ability to cooperate with co-workers on group projects.

MINIMUM QUALIFICATIONS: A high school diploma or GED is required; supplemented by six (6) months of clerical experience; or any equivalent combination of training and experience.

STARTING SALARY: \$ 11.64 per hour. 180 day probationary period.
Plus a Comprehensive Benefits Package

DATE POSTED: Tuesday, November 12, 2013

DEADLINE TO APPLY FOR INTERNAL APPLICANTS: Monday, November 18, 2013

DEADLINE TO APPLY FOR EXTERNAL APPLICANTS: Friday, November 22, 2013

If interested, please go to www.franklincountyohio.gov/Commissioners/hr and apply on-line.

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